

# INTEGRATED SUPPORTS FOR LIVING, INC. (IS Living)

## Job Description

<b>JOB TITLE</b>	<b>CHILDREN'S RESIDENTIAL PROGRAM MANAGER</b>
<b>REPORTS TO</b>	V.P. Living Services Division
<b>DEPARTMENT NAME</b>	Living Services Division
<b>PAY GRADE</b>	PG-500
<b>DATE REVISED</b>	October 29, 2019

### PRIMARY PURPOSE

This Program Manager is responsible to oversee all staffing needs for IS Living's children's residential programs including coverage for all shifts, staff performance, training, and coordinates recruitment functions; all areas of operational safety, procurement, planning, and preparation of all meals, laundry, and household services; and performance of program(s) budget and client budget management in support of our goal of providing each resident every opportunity possible to live their lives in a way which maximizes their autonomy.

This position requires an individual to possess at least three years of experience working with the medically fragile pediatric population with complex conditions, significant chronic health issues, Autism, developmental disabilities, and possible hospice and palliative care needs. It requires management and supervision of direct support professionals who are working in a home environment to assist in decreasing the need for hospital care as well as delegating activities and care effectively in order to improve or maintain the health needs of children. This population may require ongoing medical attention, which limits activities of daily living, communication, and physical. An individual in this role must be able to work closely with guardians, rep payees, schools, counselors, physicians, staff nurses, healthcare providers, family members, and allied health professionals.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- I. Supervisory duties include:
  1. Participate in staff recruitment and selection process.
  2. Serve as a trainer and resource person for the children's program.
  3. Ensure direct-reports receive the adequate training per requirements, ongoing training or retraining and coaching when necessary, as well as the tools and equipment to perform the duties of the direct-report's positions.
  4. Provide regular supervision and monitoring of direct-report performance.
  5. Develop and distribute monthly staff schedules by the 25<sup>th</sup> day of the preceding month for programs assigned.
  6. Serve as an educator to children in the program.
  7. Insure direct-report ratios is sufficient and appropriate for each individual residing in programs.
  8. Insure direct-report time reports are accurate, timely, and verifiable.
  9. Review direct-report performance and provides constructive coaching, and collaborative goal setting annually, or more often as needed.
  10. Respond to deficiencies in direct-report performance on a timely basis per policy and in collaboration with the Human Resource (HR) department.

11. Register/enroll children in school.

II. Residential Department Responsibilities:

1. Appropriate procurement of all food and food service supplies for programs assigned.
2. Timely preparation of meals for individuals served for programs assigned.
3. Ensure meals are well-balanced, prepared timely, in a sanitary manner, and are served at proper temperatures.
4. Ensure storage of food products and food preparation items is appropriate.
5. Ensure adequate laundry services are provided.
6. Ensure completion of property records is accurate and timely (reviewed every 6 months).
7. Ensure individuals served adequately budget resources to meet their obligations, needs, and preferences. In conjunction with the DHS Service Coordinator, manage funds for the clients.
8. Ensure budget and bank records are complete, accurate and current for all individuals and are readily available for review by monitoring agencies.
9. Create and maintain a child-friendly atmosphere.
10. Work with the Criminal Justice system and courts to determine the best service for the children.
11. Ensure that children's homework assignments are done.

III. General and Safety Duties:

1. Perform routine maintenance on facility including preparing for inspections and requesting, overseeing and documenting necessary services.
2. Schedule fire drills per OAR requirements and maintain accurate records for review.
3. Maintain open communication with program neighborhood.
4. Inspect appropriateness, quality and suitability of safety equipment for programs.
5. Make every effort possible to prevent and avoid injury or exposure incidents for all of the clients and direct-reports while processing related reports in a timely fashion

**OTHER DUTIES AND RESPONSIBILITIES**

1. Coordinate program services with Program Coordinator.
2. Participate in Administrator On-Call and in perform duties in a competent manner per policy **(XX.XX)**.
3. Participate in department, mid-management and other meetings as requested.
4. Attend and participate in ongoing professional training as required.
5. Complete and submit timely and accurate time reports, mileage reimbursement, and other administrative functions necessary to conduct business as requested in a timely manner.
6. Is courteous, punctual and professional in all aspects of performing the duties of their position.
7. Participates on multiple committees or serves as lead on at least one in support of corporate initiatives as opportunities arise and ensures the same for all direct reports.
8. Accepts other duties as assigned.

**MINIMUM QUALIFICATIONS AND EXPERIENCE**

1. Four (4) years of fulltime employment experience in delivery of services for individuals who have intellectual and/or developmental disabilities (I/DD); **OR**

2. Bachelor's degree in Human Services Field or other discipline related to special populations; **AND** two (3) years of fulltime employment experience in delivery of services for children with I/DD, mental health, and/or emotional issues.
3. 22 years of age or older;
4. Reliable transportation;
5. Possess and maintain an acceptable driving record per corporate insurance carrier;
6. Acceptable initial and ongoing criminal history and drug screening;
7. Proficient in speaking, reading and writing English;
8. Proficient time and task management skills;
9. Capable of lifting up to 50 lbs.;
10. Competent with Microsoft computer programs and experienced with other software programs;
11. Physically able to manage potential client aggressive behavior ;
12. Demonstrated respect for individuals and their cultures initially and ongoing;
13. Flexible in meeting the needs in and of the work environment;
14. Possess basic negotiation skills;
15. Successful completion (80% or better) of all competency exams required for the position;
16. OIS Oversight certification which includes Administrative review of the physical intervention;
17. Pass Administrator On-Call exam within first 6 months of acceptance of the position;
18. Maintain a functional knowledge of OARs as they apply to position/programs;
19. Maintains current certification in First Aid, CPR, and Bloodborne Pathogens;
20. Maintains current license/ certification/ insurance required for employment and position;

**SAFETY SENSITIVE RESPONSIBILITIES**

**A. This position is responsible for performing duties defined under Oregon Department of Health and Human Services licensing, certifications and endorsements:**

Yes       No

**PHYSICAL DEMAND**

**A. The physical effort typically applied in this job includes:**

Lifting       Pulling       Reaching       Manipulating  
 Carrying       Pushing       Shoveling       Keying/typing  
 Other (specify)

**B. Check the box that best reflects the amount of effort typically applied and the frequency of application:**

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.		X		
Between 1 & 5 lbs.		X		
Between 5 & 25 lbs.		X		
Between 25 & 60 lbs.		X		
More than 60 lbs.	X			

**C. The effort reflected in the above chart is typically applied in the following work positions:**

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input type="checkbox"/> Stooping	<input type="checkbox"/> Bending	<input type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

**MENTAL OR VISUAL DEMAND**

Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications.

**WORKING CONDITIONS**

**A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area:**

<input type="checkbox"/> Dust	<input type="checkbox"/> Dirt	<input type="checkbox"/> Heat	<input type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input checked="" type="checkbox"/> None			

**B. The statement below best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above:**

The job can typically be performed under very comfortable working conditions; however, depending on the placement, other elements may be present during performance of the job.

**ATTENDANCE**

Compliance with general company standards is required.

**SAFETY**

Compliance with general company standards is required.

**FLSA STATUS**

Non-Exempt.

**EEO CLASSIFICATION:**

	Executive/Senior Level Officials		Administrative Support Workers
	First/Med-Level Officials & Managers		General Labor
	Professional		Technical
	Operative		Craft
	Sales	X	Service Worker

**SIGNATURES & DATES** - The following signatures are required to confirm the accuracy and completeness of the Job Description; that essential functions are aligned with organization goals and objectives; to validate that it is clear, concise and supports compliance with legal considerations; and employee understanding of the job requirements. **NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.**

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Manager</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>

**\*\*FOR INTERNAL USE ONLY\*\***

*Please insert "X" or "NA" in the corresponding box:*

- Picture (Headshot)      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
- Badges      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
- Handbook      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
- Business Cards      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
- Email Address      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
- Computer (Select from below)
  - Laptop      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
  - Desktop      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
- Log-In ID      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
- Phone (Select from below)
  - Cell      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
  - Personal      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
- Keys (indicate what key are for below)
  - \_\_\_\_\_      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
  - \_\_\_\_\_      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
  - \_\_\_\_\_      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
  - \_\_\_\_\_      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_
- Security Code      Date Completed \_\_\_\_\_      Initials \_\_\_\_\_

Training (Select all that apply from below):

- Relias                      Date Completed \_\_\_\_\_                      Initials \_\_\_\_\_
- OIS                              Date Completed \_\_\_\_\_                      Initials \_\_\_\_\_
- FS/BSP                      Date Completed \_\_\_\_\_                      Initials \_\_\_\_\_
- Core Competencies      Date Completed \_\_\_\_\_                      Initials \_\_\_\_\_
- Other \_\_\_\_\_              Date Completed \_\_\_\_\_                      Initials \_\_\_\_\_

Workstation                      Date Completed \_\_\_\_\_                      Initials \_\_\_\_\_

Fuel Code                              Date Completed \_\_\_\_